

- *PAI has a VR approved form that is used to develop a business plan for each client*
- *Already have a contract for Services for the Blind but have had not referrals*
- *There is a state plan that outlines these plans/objectives and how the agency plans to accomplish them.*
- *We have a program and a contract, but our referral source does not use us as much as they could*

Question 7 Do you have specific objectives to serve persons who are blind or have low vision?

5 (57.1%) responded yes, while 4 (42.9%) responded no to having any objectives.

There were 4 useable comments:

- *As mandated/implied by federal, state, department, and division/agency law, acts, amendments, regulations, and/or policy*
- *No. If we got referrals we would work from there*
- *It depends on the client's limitations and their desires*
- *Expand from our current "evaluation only" program into other employment services with these individual*

Question 8 Do you have a program evaluation in place to determine who effective, efficient, consumer friendly and accessible your services are for persons who are blind or have low vision?

5 (57.1%) responded yes and 4 (42.9%) no. There were 3 useable comments.

- *After placing a client in a job and stabilizing them we have an exit survey for the client to fill out that will assist us in improving our services for them and future clients. They are asked to comment whether good or bad so we can improve our services if needed*
- *Quality assurance surveys are sent out to all closed cases each year. Case reviews are also done by supervisors and program specialists twice a year for all counselors regardless of independent status. All cases are reviewed by supervisor for non independent counselors when case is moved to status 12 or above and when substantial services or actions are being taken on the case. It is noted that case*